

Bobby Morris v. NRRM, LLC
CASE NO.: 4:25-cv-00441-SPM

EXHIBIT 5

(Transcript Oct. 27, 2024 11:36 a.m. Recording)

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Transcript: October 27, 2024 11:36 a.m. Voicemail Recording (1:45)
Plaintiff Morris: MORRIS
Defendant NRRM: CARSHIELD

MORRIS (0:00–0:01):

Hello?

CARSHIELD (0:01–0:10):

Hello, my name is Larry, calling on a recorded line from CarShield for Bobby to get you information on protection for the 2001 Ford F250 here.

MORRIS (0:10–0:10):

Um.

CARSHIELD (0:10–0:15):

Just to verify with you sir, that ZIP code is 63031?

MORRIS (0:15–0:16):

Yeah.

CARSHIELD (0:16–0:19)

Thank you sir, and you have 225,000 miles on the Ford or close?

MORRIS (0:19–0:20):

Yeah.

CARSHIELD (0:20–0:25):

Thank you Sir. Are there any check engine lights or leaking fluid on the vehicle?

MORRIS (0:25–0:26):

Nope.

CARSHIELD (0:26–0:30):

Okay then Mr. Morris, and is everything running good for you overall?

MORRIS (0:30–0:31):

Yup.

CARSHIELD (0:31–0:38):

Thank you for the confirmation Sir. I'll grab your specialist to get you [unintelligible] and answer any of your questions, but this will just be a moment, okay?

MORRIS (0:38–0:39):

Alright.

CARSHIELD (0:39–0:41):

Thank you for your time, Sir.

[Call put on hold, music playing] (0:41–1:45)

[Call disconnects]